

Director, Creative Experience

Join the Spark team to transform lives and inspire the future! And, while you're at work, take the opportunity to discover what makes the world around us so undeniably fascinating. Spark is a place for people of all ages and abilities to explore and discover science, technology, engineering, art and math through creative and entertaining experiences. If you would like to inspire yourself and others in this environment, Spark is currently accepting applications for a permanent full-time Director, Experience!

Position Overview:

The Director, Creative Experience reports to the President and CEO and is accountable for leading a culture of creativity and inspiration at Spark that infuses the entire organization. An inspired culture is one where the whole team acts fast and implements change on a daily basis in response to results. It is a culture of experimentation and curiosity and it enables an organization to constantly change and grow in a positive way. The expression of this culture of learning is infectious and inspiring. As a result, this is a key cultural role at Spark with influence on the system as a whole as it affects visitor experience.

This role provides direction, inspiration, impact assessment and continual improvement for programming at Spark, including the teams that lead exhibits, public programming, and adult and K-12 education.

This position plays a key role in shaping the organization's value by developing and delivering experiences that support the mission while growing audience and revenues. This position leads Spark in providing excellent inspirational and educational experiences including but not limited to:

- exhibits
- public programming
- adult learning
- K-12 education
- youth programs such as camps

Key Responsibilities:

- Ensure the performance of the program and education teams effectively supports the mission, long-term vision, and public brand of Spark, through excellence in student and audience experience, community engagement, partnership development.
- Build strong relationships with other Directors to help infuse a culture of learning throughout the organization.
- Develop a strong team of managers and staff focused on the development, implementation and operations of creative experiences.
- Foster a culture that embraces all programming (adult, daily visitors, program participants, K-12) as equally valuable education and learning opportunities.
- Identify, acquire and develop the talent pool to deliver on established targets, while ensuring effective succession planning.
- Create a culture that is impact-oriented and continually assesses and upgrades experiences in a rapidly changing world. Analyze and identify issues impacting operational performance and establish initiatives for continuous improvement.
- Cultivate a culture that develops long-term, value-added relationships. Build and support relationships with organizations (e.g. local universities and colleges, Boards of Education,

corporate and non-profit professional development experts and clients) and individuals that generate advocacy, support the mission, operations, and advancement of Spark goals.

- Represent Spark as a spokesperson to business, public organizations, stakeholder groups and/or general public while actively seeking partnership opportunities in order to further organizational goals.
- Participate in education and related associations to establish provincial and national awareness and impact of TELUS Spark, and learn from the field.
- Assess the opportunities for an online platform for sharing TELUS Spark expertise more broadly.
- Ensure the delivery of optimal results against appropriate financial and associated performance metrics.
- Establish and implement monitoring systems to provide operational and strategic indicators for prudent management of Spark resources.
- Seek opportunities for further expansion, and actively support business development in program and education markets.

Qualifications:

- 10+ years of progressive experience in creative programming and/or innovation in education with a proven track record of achieving program growth and financial stability.
- 5+ years leading an operational team.
- Understanding and experience with the challenges associated with operating and maintaining a high performing creative team with connections to development, marketing and communications in a non-profit setting.
- A solid understanding of budgeting, operational planning, systems, controls and compliance.
- The successful candidate will be required to work occasional evenings and weekends and must successfully complete a criminal record check.

To Apply: Interested candidates are invited to submit a cover letter, resume and salary expectations, in confidence, to careers@sparkscience.ca by May 15, 2019 at noon. Please put “Director, Creative Experience” in the subject line of your email application.

Closing Date: Interested candidates can submit their application, in confidence, by May 15, 2019 at noon.

We thank all applicants for their interest. Only those selected for an interview will be contacted. TELUS Spark is committed to employment equity and encourages applications from all qualified individuals.

